

Job description

Post title: Capital Works Quality Manager
Service area: Housing
Grade: P09
Reports to: Head of Capital Programme Delivery
Your team: Capital Programme Delivery
Number of supervisees: 6

Our ambition

We're determined to make Islington fairer. To create a place where everyone, whatever their background, has the opportunity to reach their potential and enjoy a good quality of life.

We also have an ambitious goal – to be the best council in the country – with every employee clear about the part they play and inspired, focused and supported to give their very best.

We want to build an organisation where employees feel valued, inspired and empowered to help us achieve our goals and provide the best services possible to our residents.

Our values and behaviours

'Be Islington' is about setting a clear challenge about what it means to be an Islington employee and sets the standard for every new recruit.

We ask our employees to 'Be Islington' – playing their part in working together for a fairer borough and to always be collaborative, be ambitious, be resourceful, and be empowering ('CARE').

Our commitment to challenging inequality

We are committed to tackling inequality, racism and injustice and creating a fairer borough for all. In order to do this, we need to set the example by being a fair employer and creating a workplace environment, which is free from discrimination, racism and inequality. Our approach needs to be proactive, consistently learning to create a fairer workplace and foster a culture, which empowers all staff to challenge inequality.

Fairness is at the heart of what we do. We want to celebrate and embrace our differences by:

- Ensuring our workforce is representative of the people we work on behalf of, our residents
- Creating equitable working environments and diverse teams
- Understanding our residents in order to design and deliver services that help tackle inequality and improve life chances for our residents
- Getting to know people and their differences
- Interpreting issues and concerns from a cultural perspective and address situations or problems from the points-of-view of multiple cultures
- Supporting people with long-term health conditions and/or disabilities

- Recognising the value of flexible working to support staff where possible

Leadership

As a member of the council's management team, to contribute proactively to the collective leadership for the council, working collaboratively with Members, services across the council, partners and stakeholders to deliver the council's objectives and priorities.

To drive positive cultural change, embodying and promoting the values and behaviours of the council and empowering staff to reach their full potential. Ensure that the performance and development framework is effective for all staff.

To lead on and ensure the effective implementation of corporate initiatives and transformation programmes that cut across the whole or part of the council's activities.

Compliance

Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

Work style

Flexible/Office-Based/Site visits as required

Primary Job Function

The Capital Works Quality Manager will lead strategically on the delivery of Islington Council's Cyclical Improvement Programme in order to meet the programme requirements and achieve a high level of customer satisfaction. To successfully lead a team by directing clerk of works and work in partnership with other council departments and contractors to deliver a comprehensive planned maintenance programme to agreed standards in order to meet targets.

The Capital Works Quality Manager will be responsible for the delivery of capital and cyclical works primarily to Islington's housing stock over all of the borough, but periodically this work will be extended to include schools, commercial units, reception centres, community centres, libraries and various S106-funded special projects. In collaboration with the Head of Service and Asset Management Team, the Capital Works Quality Manager will provide strategic leadership and decision-making on the Council's rolling programme over a ten-year period whilst maintaining the highest standards of delivery and the Council's reputation for customer excellence. The range of building work to be delivered will include general cyclical repair and maintenance as well as renewal of the main building components (works including but not limited to windows, roofs, balconies and walkways, kitchens and bathrooms, fire safety systems, brickwork, concrete, rendering, external decorations). This strategic planning will contribute to delivery of an efficient, cost effective and customer-focused Cyclical Improvement Programme to approximately 32,000 council homes to an approximate value of £30m per annum, overseeing framework contracts and/or Long Term Agreements and ensuring contractors comply with relevant Health and Safety legislation at all times.

The Capital Works Quality Manager will be responsible for the delivery of the highest standards of team and individual performance to support the culture of the organisation by demonstrating clear leadership and direction and providing development opportunities for staff which fall within the management remit of this post. It is important to us that all staff be committed to supporting Islington Council's objectives and mission statement, business plans and service delivery plans and be an effective ambassador for Islington Council in dealing with residents, contractors and external agencies. We value the highest standards of work, multidisciplinary working, performance management, value for money and excellent communications skills in order to ensure that the projects and programmes we deliver in order to improve the lives of our residents and the homes in which they live.

Key responsibilities

1. To take a lead role in the delivery of the council's mission, vision, goals and values, providing positive leadership, management, motivation and purpose. To deliver excellence in everything the council does.
2. To provide technical expertise to the department and team as required in order to identify best-practice solutions to construction-related issues in order to provide the best possible outcomes for the council's housing stock and keep abreast of industry developments and innovations.
3. To contribute to the overall development and review of strategies, the Performance Management Framework and Business Delivery Plans for Islington Council. To ensure that the latter are implemented at all levels within the post-holder's service portfolio.
4. To contribute to the ongoing management of the section's contracts and the re-procurement of capital works contracts worth approximately £300m over next 10 years, including evaluating expressions of interest at SQ stage and tender bids at ITT stage involving marking bid documents, sitting on interview panels and conducting site visits.
5. To provide regular performance management information for Heads of Service, Directors, staff and tenants as required by the LBI Performance Management Framework.
6. To support the value for money and efficiency agenda being fully implemented and embedded across the organisation.
7. To provide professional advice, guidance and options on a range of issues including policy, financial and project management matters to the Head of Service, other Heads of Service, Service Managers, Directors and other partners to ensure statutory compliance and to ensure programmes are delivered on time and to quality and cost,

and to represent the Council at committee meetings as required.

8. To provide expertise, guidance, strategic advice and reports to the Head of Service, on all aspects of the investment undertaken for the Cyclical Improvement Programme.
9. To contribute to the effective management of the service area's budgets management and cost control measures. Manage budgets and monitor accounts, providing information as required to the Heads of Service. Monitor fees for all projects undertaken by the group on a regular basis, ensure that the group does not overspend its fee allocation and take corrective measures, as necessary. Ensure that individuals within the group work within their time and fee allocations.
10. To contribute to the Asset Management Strategy and the medium to long term Asset Plan, providing options for Islington Council on borough-wide policies applicable to all investment decisions to meet central and local government requirements.
11. To investigate, resource and project lead on innovative new processes and technologies through commissioning and directing the team so that efficiencies can be gained and developed.
12. To work with the council's responsive repairs team to identify major work and/or large-scale projects that require urgent or emergency works to be overseen by the Capital Delivery Team.
13. To deal with complaints made to the Ombudsman and/or other serious high-level investigations into complaints and members enquiries.
14. To be responsible for ensuring that all statutory duties which fall within relevant service areas are met.
15. To provide positive, effective, and innovative leadership to the employees within your team to empower and motivate them to develop new skills and embrace service change through a performance management framework and to check and sign off documents and responses produced by the team members before final issue.
16. To manage and direct staff, ensuring that they operate efficiently and flexibly and are orientated towards meeting the needs of external customers/tenants and internal colleagues. To maintain high levels of attendance, motivation, and discipline within the service, in accordance with council policies and procedures.
17. To ensure annual one-to-one appraisals, monthly team meetings and individual one-to-one meetings are conducted as appropriate with your teams and individual team members and that suitable documentation of the content and outcomes of meetings are recorded.

18. To ensure that team productivity is measured and maximized.
19. To communicate effectively with the Senior Management Team and Head of Service to enable delivery of proper governance and best practice across the council.
20. To support the development and review of relevant policies, strategies, procedures, business plans and performance management frameworks and to ensure that the latter is embedded at all levels within the post holder's service area.
21. To provide accurate and relevant performance management information for the senior management team, staff and tenants as required and within set deadlines.
22. To maximize service and financial efficiency through the promotion and use of accurate and timely documentation relating to the delivery of the cyclical major works, including appropriate utilization of IT systems, performance reports and management data. To provide input into strategic decision-making by the Housing Investment Team in developing databases and asset management tools to improve service provision to customers, access to services and value for money.
23. To work with Service Managers and contractors across the business to ensure effective communication and service delivery.
24. To ensure all Cyclical Improvement Programme works are carried out within health and safety guidelines and that all appropriate checks are conducted within deadlines and that sufficient records are maintained.
25. To represent and deputize for the Head of Service, as appropriate, and attend any meetings with the Directors, Heads of Service or external partners as required.
26. To ensure that the Capital Programme is always delivered to a high quality and value-for-money and regular call overs held with contractors to monitor their progress and performance.
27. To assist with the implementation of the Capital Programme policy and processes including the review of the policy and procedures that impact on the team's operations and the development and monitoring of framework contracts and Long Term agreement.
28. To carry out regular monitoring of the performance of the team and contractors, to decisively make management decisions based on this performance to ensure high quality of performance levels are achieved.
29. To ensure the Cyclical Improvement Programme is delivered in a manner that

complies fully with all statutory requirements for construction works, planning and building control and with all current legislation and landlord's obligations.

30. To deal with complaints, grievances, and workplace resolution cases, including investigations as directed and if necessary, instigate disciplinary or competency procedures.
31. To support customer service excellence by modelling best practice, monitoring and reviewing performance to ensure exacting standards of customer care are maintained across the service area.
32. To support equality and diversity, by ensuring that services are accessible, modelling best practice and creating a culture where employees, partners, service users and other contacts are treated with dignity and respect.
33. To support health and safety across the service, by modelling best practice, ensuring that the service area adopts safe systems of work and that employees are trained and competent to undertake their duties. To take account of own and other people's health and wellbeing and address any safety concerns raised.
34. To ensure appropriate practices are adopted across the service area for the storage, handling, and destruction of sensitive personal data in accordance with General Data Protection Rules and Document Retention Policies and to follow best practice principles in own areas of work.
35. To contribute to the development of a learning culture within the council by identifying opportunities for learning, demonstrating commitment to own personal development, taking an active part in the appraisal process, providing coaching, feedback, and training, and creating a supportive environment where people can do their best and achieve their potential.
36. To explore and develop other relevant income streams advantageous to Islington Council.
37. To promote, build and maintain effective working relationships with colleagues and managers, external partners and stakeholders, multi-agency working groups and national and regional funding organizations to ensure the effectiveness of the service.
38. To ensure staff are inputting their time per project into the Time Master system to ensure the professional fees charged per project are appropriately calculated and recovered.
39. Where contractual disputes or First Tier Tribunals (FTT) occur, provide advice and information to colleagues within the department but also across the council, in legal

and finance teams.

40. To undertake other duties commensurate to the grade of the post.

Undertake the duties of the Principal Clerk of Works (as necessary)

- Supervision of work in progress to ensure that materials and executed works are in accordance with the specifications and drawings.
- Agree joint quality control procedures with the constructor/contractor in accordance with Islington council requirements and audit such procedures and records to ensure that all quality control inspections are carried out in an effective and efficient manner.
- Examination of the specification and drawings to draw attention to any discrepancies.
- Reporting to the Contract Administrator/Client Representative on relevant matters regarding site practice, construction, and materials.
- Index and file all drawings and correspondence.
- Liaison with visiting inspectors (e.g. District Surveyor, Drainage Inspector, etc.)
- Supervision of tests on materials, executed works and equipment.
- Recording progress and all other relevant matters and reporting thereon to the Contract Administrator/Client Representative.
- Maintenance of a critical but constructive relationship with the Contractors supervisory staff
- Inspection of finished works, preparation of schedules of defects and supervision of remedial works and certification of approval of standards of work.
- Gather resident feedback on quality of work, quality of service and any outstanding issues at time of survey/practical completion/making good of defects and take necessary remedial action.
- Undertake out of hour's survey work, as necessary.

Additional Duties and Responsibilities

To use information technology and assist others in the use of IT systems to carry out duties in the most efficient and effective manner.

- To work flexibly as may be required at the initial place of work or at other locations across the borough.
- To take responsibility for promoting and safeguarding the welfare of children, young people, and vulnerable adults who you encounter in the discharge of your duties.
- To achieve agreed service outcomes and outputs and meet personal appraisal objectives as agreed with your line manager.
- To undertake training and contribute constructively to meetings, conferences, seminars, and other events designed to improve communication and assist with the effective development of the post and post holder.
- To carry out duties and responsibilities in accordance with the council's commitment to customer service excellence and ensure compliance with the customer care standards.
- To be committed to the council's core values of public service, quality, equality, and fairness and to demonstrate this commitment in the way duties are carried out.
- To ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
- To carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation.
- To always carry out responsibilities/duties within the framework of the Council's Dignity for all Policy. (Equal Opportunities Policy).

Person specification

You should demonstrate on your application form how you meet the essential criteria. Please ensure that you address each of the criteria as this will be assessed to determine your suitability for the post.

Essential criteria

Qualifications

Essential criteria	Criteria description	Assessed by
1	Full membership of the Institute of Clerks of Works and Construction Inspectorate and/ or MCIQB	Application
2	Construction related HND or Degree	Application
3	Ideally hold a formal H & S qualification	Application
4		

Experience

Essential criteria	Criteria description	Assessed by
5	Experience in managing the quality of large-scale capital expenditure projects on residential buildings.	Application/Interview
6	Experience in leading and motivating COW teams.	Application/Interview
7	Experience in leading and developing procedures to drive service improvement and value for money.	Application/Interview
8	Extensive report writing skills.	Application/Interview/Test

Skills

Essential criteria	Criteria description	Assessed by
9	Ability to create and lead effective teams, with excellent communication skills, that generates confidence and respect with a wide variety of audiences.	Application/Interview

Essential criteria	Criteria description	Assessed by
10	Ability to build and manage effective relationships with leaders, peers, colleagues, partners, and stakeholders.	Application/Interview/Test
11	Proven ability to collaborate with leaders, work cross-functionally with diverse groups.	Application/Interview
12	Strong construction knowledge skills with excellent technical skills and attention to detail. Also, with knowledge of budget management, planning and proven experience of leading on risk management.	Application/Interview
13	Effective, networking, negotiation, and stakeholder management skills.	Application/Interview

Special requirements of the post

Essential criteria	Criteria description	Assessed by
14	This role will require you to obtain an Enhanced/Standard satisfactory clearance from the Disclosure and Barring Service	Application/Interview/Test
15	This post requires a clean driving licence	Application/Interview/Test
16	This post needs to meet the requirement of the Baseline Personal Security Standard	Application/Interview/Test
17	This post is subject to the council's policy on pecuniary and personal interest	Application/Interview/Test
18	This post is designated as politically restricted	Application/Interview/Test
19	Other special requirement(s) (Please state)	Application/Interview/Test

Our accreditations

Our accreditations include: the Healthy Workplace award, Timewise, London Living Wage Employer, Disability Confident Committed, The Mayor's Good Work Standard, Stonewall Diversity Champion, and Time to Change.

